

## Create a Support Account

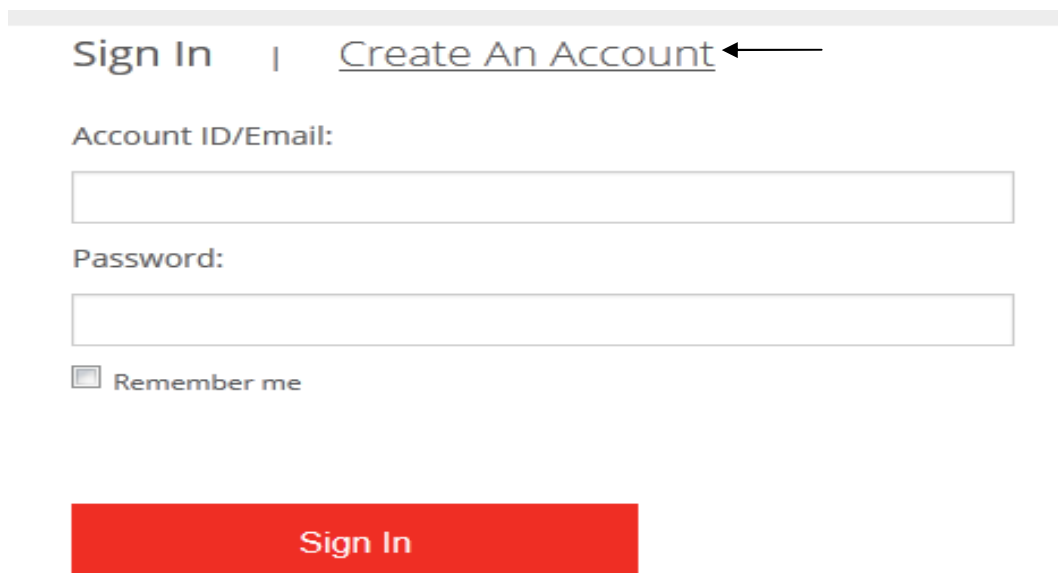
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A **support account** is needed for accessing Fortinet support portal to manage the account and asset, to create support requests, download service updates, firmware images, and to check others information that are posted.

A new user has to set up an account to complete a first time product registration. A support account without product registered can receive only Customer Service assistance.

To create an account:

1. Start a web browser and go to <https://support.fortinet.com>
2. Click [Create an Account](#)



Sign In | [Create An Account](#) ←

Account ID/Email:

Password:

☐ Remember me

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# Create a Support Account

**FORTINET**  
CUSTOMER SERVICE & SUPPORT

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[Create An Account](#) | [Sign In](#)

Tell us who are you?

Name:

First\*

Last\*

Title:

How would you like to sign in?

Email (Account ID):\*

Create a Password:\*

Re-enter Password:\*

Where are you from?

Address:\*

City:\*

Zip/Postal Code:\*

Country/Region:\*

UNITED STATES

State/Province:\*

Alaska

How can we contact you?

Company:\*

Telephone:\*

Fax:

Create account

3. Enter the required account details.

Asterisk (\*) is the information you **MUST** fill in to complete the account creation.

4. Click “**Create Account**” to complete the account creation.

Once the support account successfully created, you can start to register your first Fortinet product. Refer to “How to register a new product”